

PERFORMANCE PLAN
for Fiscal Year 2004 AND
REVISED FINAL PERFORMANCE PLAN
for Fiscal Year 2003



***Social Security
Administration***

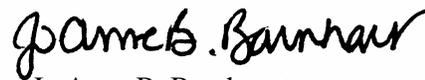
A Message from the Commissioner

I am pleased to present the Social Security Administration's *Fiscal Year 2004 Annual Performance Plan (APP)/Revised Final Plan for FY 2003*. This APP reflects my priorities of service, stewardship, solvency, and staff as recently set forth in SSA's Strategic Plan. We developed an APP that is intimately interconnected with our long-range Agency Strategic Plan and the President's FY 2004 budget for SSA. This document describes specific levels of performance the Agency is committed to achieve, as well as the means and strategies for reaching those goals.

Today, Social Security faces great challenges: giving the American people the service they expect and deserve, particularly as the number of beneficiaries increases with the aging of the baby boomers; improving program integrity through sound fiscal stewardship; ensuring the program's financial solvency for future generations; and maintaining quality staff to continue our operations.

Despite these significant challenges, I remain confident that we will meet our goals. We can, and will, continue to improve. This APP includes performance indicators that are outcome-oriented. We also pay particular attention to program areas that we determined require immediate improvement.

I believe that this APP underscores our Agency's commitment to find the best ways to be more responsive to claimants, beneficiaries who depend on us for excellent service and the nation's taxpayers who fund our programs and expect sound fiscal stewardship.



Jo Anne B. Barnhart
Commissioner

**SOCIAL SECURITY ADMINISTRATION
FY 2004 ANNUAL PERFORMANCE PLAN (APP) AND
REVISED FINAL FY 2003 APP**

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